

AMENDMENTS TO THE CLAIMS

Please replace the claims, including all prior versions, with the listing of claims below.

1. (Currently Amended) A method for operating a communication network (~~KN~~) in which a call center (~~CC~~) transmits data to a communication subscriber (~~TlnA~~), the call center ~~comprising~~including organization units (~~OE1,...,OEK,...,OEm~~) which are arranged with a topological distribution in the communication network and are connected to switching nodes (~~VK~~), ~~having the following steps, comprising:~~

- ~~determining~~ an available first organization unit (~~OE1~~) which is locally closest to the communication subscriber (~~TlnA~~) ~~is ascertained;~~
- ~~setting up~~ a first communication channel (~~KK1~~) ~~is set up~~ between the first and a second organization unit (~~OEm~~) which ~~contains~~includes the data to be transmitted in a memory (~~DSm~~);
- ~~transmitting~~ the data ~~are transmitted~~ from the second organization unit (~~OEm~~) to the first organization unit (~~OE1~~);
- ~~setting up~~ a second communication channel (~~KK2~~) ~~is set up~~ between the first organization unit (~~OE1~~) and the communication subscriber (~~TlnA~~); ~~and~~
- ~~transmitting~~ the data ~~are transmitted~~ from the first organization unit (~~OE1~~) to the communication subscriber (~~TlnA~~).

2. (Currently Amended) The method as claimed in claim 1, ~~characterized in that~~wherein the communication network comprises the integrated services digital communication network ISDN, and the data are transmitted between the second organization unit (~~OEm~~) and the first organization unit (~~OE1~~) via the central signaling channel.

3. (Currently Amended) The method as claimed in claim 2, ~~characterized in that~~wherein the signaling system Common Channel Signaling No 7 is used in the signaling channel.
4. (Currently Amended) The method as claimed in claim 3, ~~characterized in that~~wherein ascertaining the first organization unit (~~OE1~~) involves the use of the identification number of the signaling system Common Channel Signaling No 7.
5. (Currently Amended) The method as claimed in ~~at least one of the preceding claims,~~
~~characterized in that~~claim 3, wherein ascertaining the first organization unit (~~OE1~~) involves the use of the subscriber number of the communication subscriber (~~TinA~~).
6. (Currently Amended) The method as claimed in claim ~~4 or 5,~~ 4, wherein ascertaining the first organization unit (~~OE1~~) involves the use of a routing table which ~~contains~~includes entries about the availability of the organization units (~~OE1,...,OEK,...,OEm~~).
7. (Currently Amended) The method as claimed in ~~one of the preceding claims,~~ claim 1, wherein setup of the connection between the second organization unit (~~OEm~~) and the first organization unit (~~OE1~~) is followed by the second organization unit (~~OEm~~) transmitting a request to engage a call center agent in the first organization unit (~~OE1~~).
8. (Currently Amended) The method as claimed in claim 7, ~~characterized in that~~wherein the transmission of the request comprises a transaction number which authorizes an agent in an organization unit (~~OE1,...,OEK,...,OEm~~) to access data associated with a subscriber.
9. (Currently Amended) The method as claimed in ~~either of claims 7 or 8,~~ claim 7, wherein if an agent is not available in the first organization unit (~~OE1~~) the request is put into a queuing loop and, when a prescribable time interval has elapsed, is forwarded to an available organization unit (~~OEK~~) which is closest to the first organization unit.

10. (Currently Amended) The method as claimed in ~~at least one of the preceding claims,~~
~~characterized in that~~claim 1, wherein the data in the first organization unit (~~OEI~~) are buffer-stored
in a memory (~~DS1~~).

11. (Currently Amended) ~~A~~Te method ~~for operating as claimed in claim 1, wherein the call~~
center ~~which interacts with a communication network operated in accordance with one of the~~
~~preceding claims.~~

12. (New) The method as claimed in claim 5, wherein ascertaining the first organization unit
involves the use of a routing table which includes entries about the availability of the organization
units.